

Oahu Transit Services, Inc.

Paratransit Services

Monthly Performance Report

February 2022

- **Ridership**

In-house average weekday ridership for February was 2,418, up by 16.91% from last year. Supplemental providers average weekday ridership was 239, up by 20.66%. Combined in-house and supplemental providers average weekday ridership was 2,657, up by 17.23%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 105,941 boardings, up 25.34% as compared to the same time period in fiscal year 2021.

- **On-Time Performance**

Handi-Van on-time performance measured from 10 minutes prior to scheduled pickup time to 30 minutes after scheduled pickup time was 95.42% for February. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 96.81%. On-time performance for trips with a desired arrival time was 63.94% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 90.65% for all drop-offs completed before the clients' desired arrival time.

- **Comparative Trip Length Analysis**

An analysis was done to compare Handi-Van trip times with comparable bus trip times. A comparable fixed-route trip time is the scheduled on-vehicle bus time as calculated by Google Transit for the same origin and destination plus 30 minutes to account for walking, waiting, and transferring required on the fixed-route system. During the month of February, Handi-Van operated 51,654 trips including 3,450 trips that were longer than one hour in trip time. The analysis found that 82.70% of the Handi-Van trips longer than an hour were completed in the same time or less than a comparable fixed-route trip.

- **Excessive Trip Times**

An analysis of excessive trip times was performed on all monthly Handi-Van trips with travel times in excess of one hour. The analysis found that 169 or 0.33% of all trips were more than 15 minutes longer than comparable fixed-route trips.

- **Maintenance**

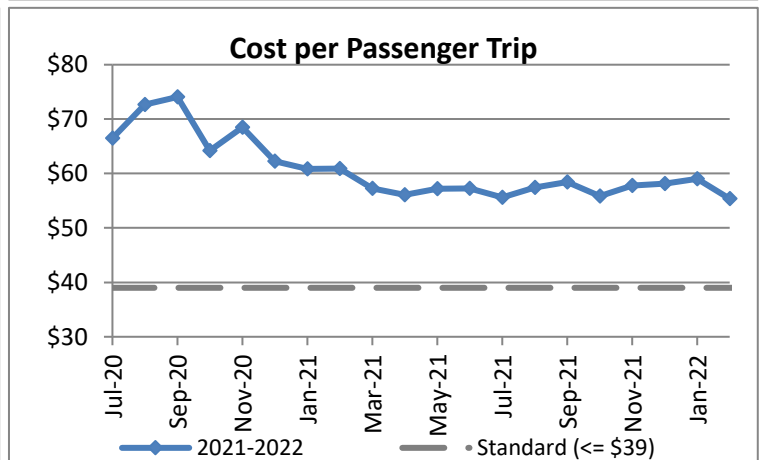
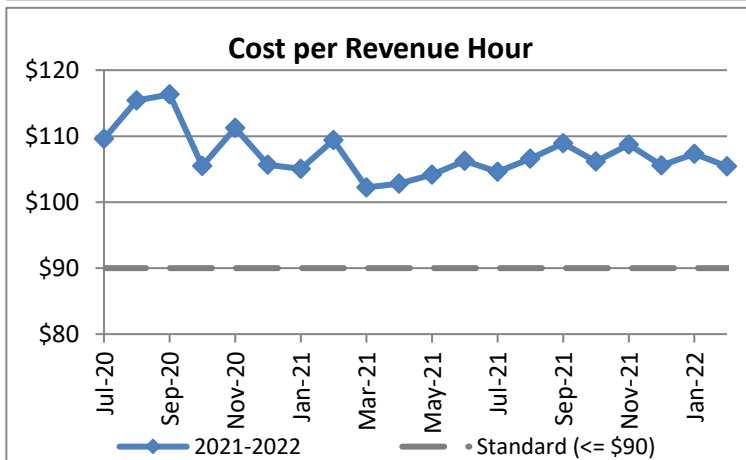
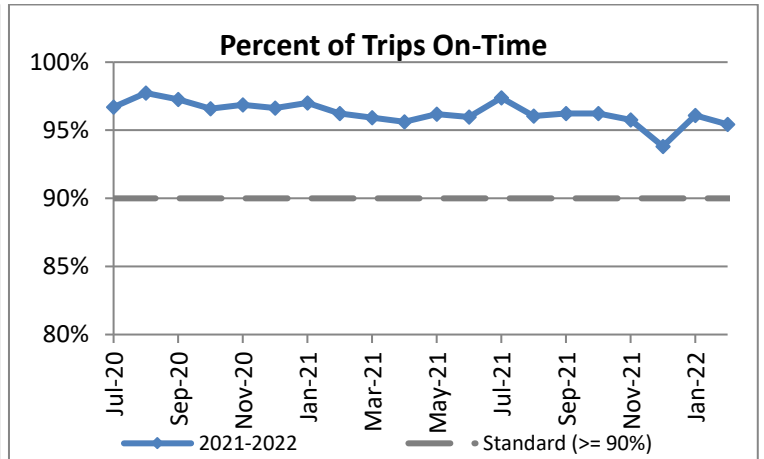
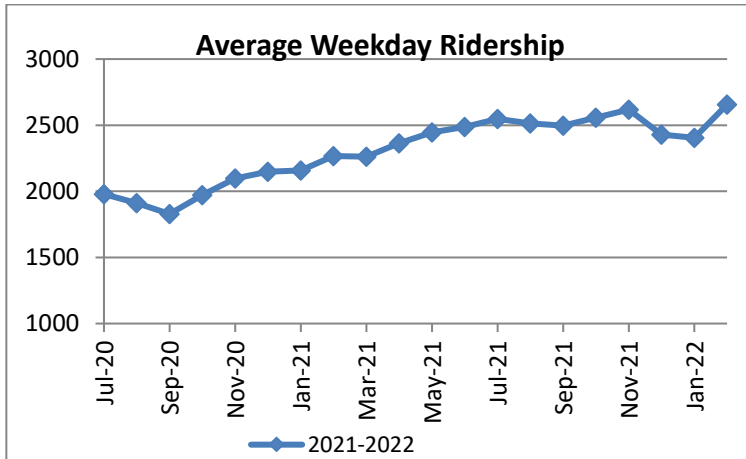
Average vehicle availability was 87.73% for February.

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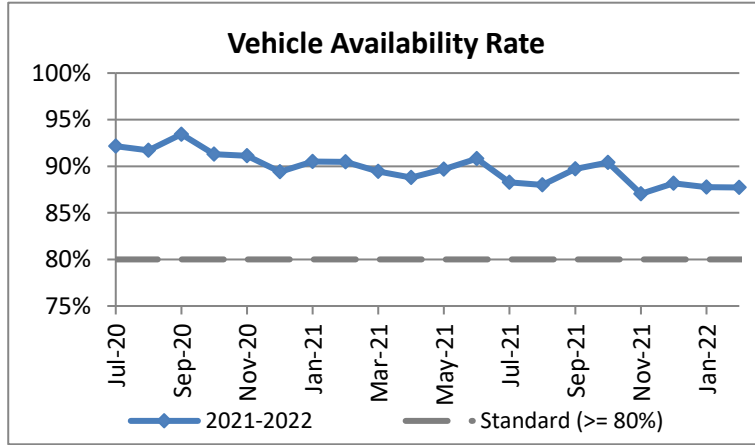
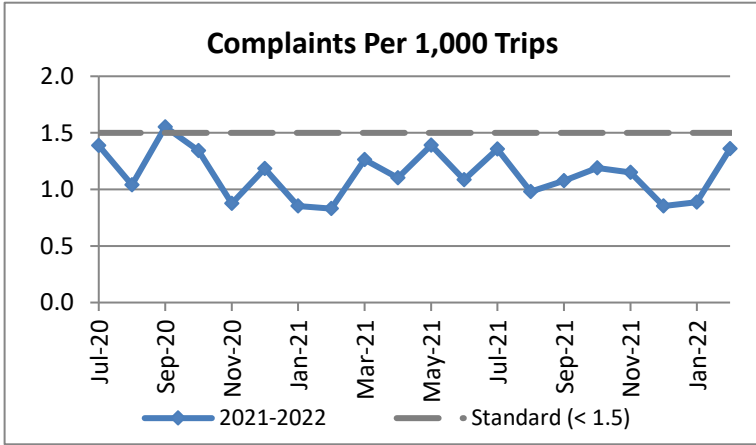
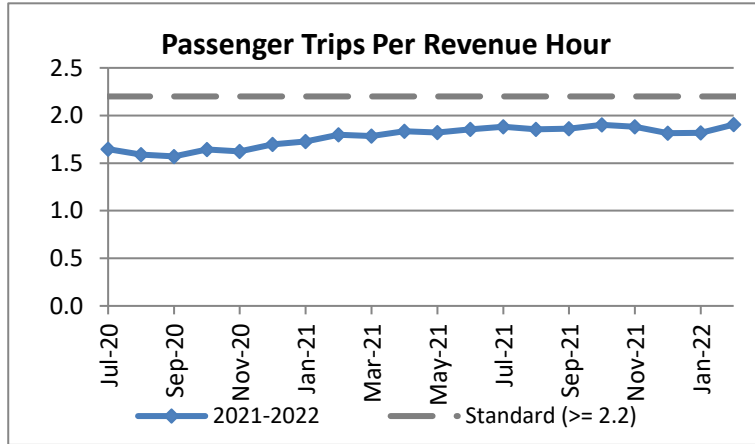
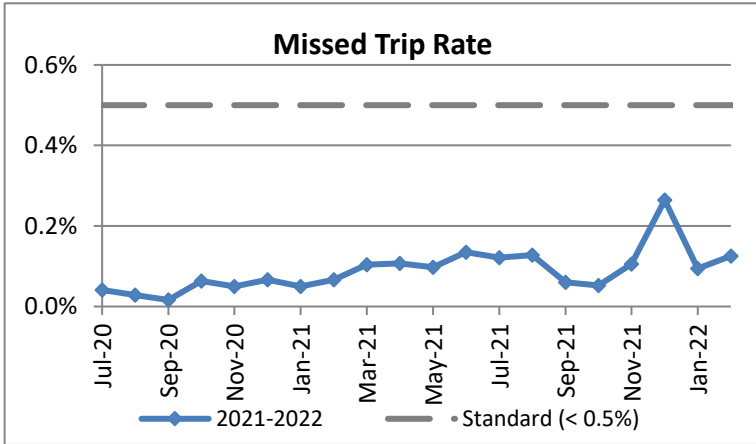
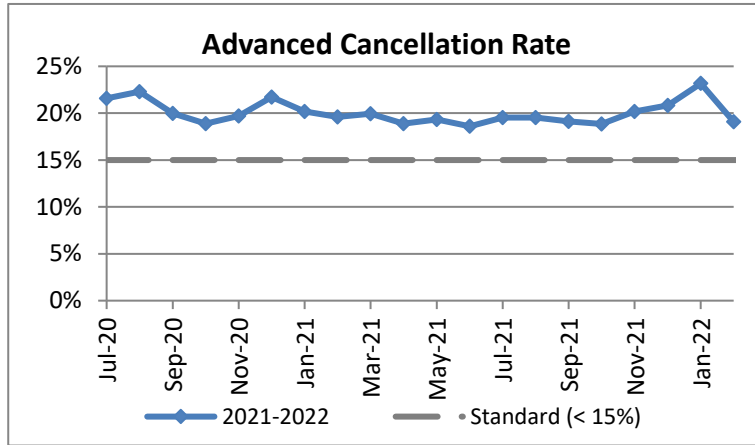
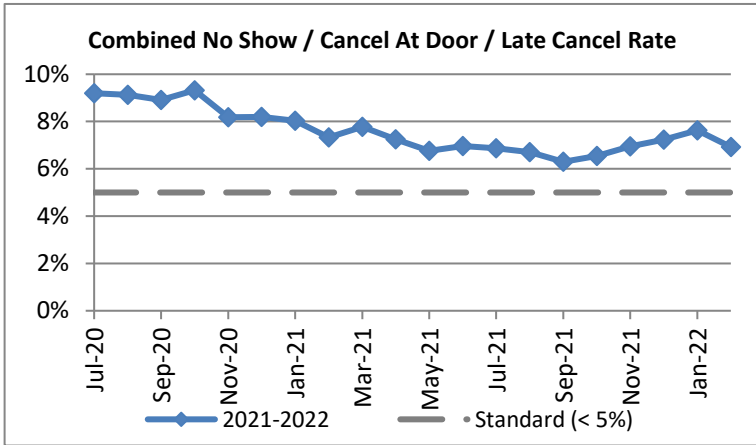
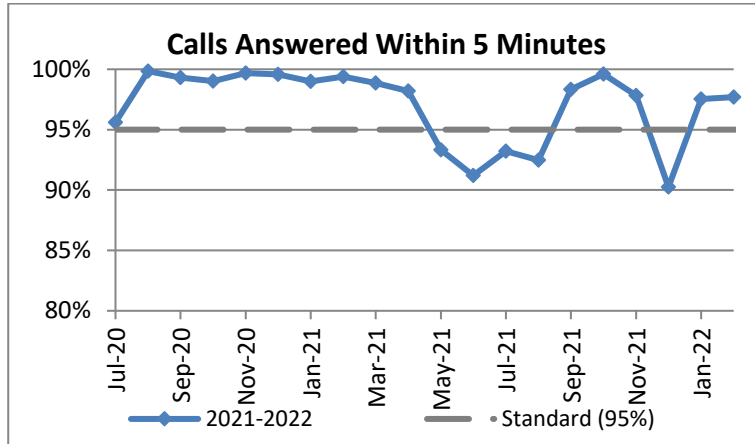
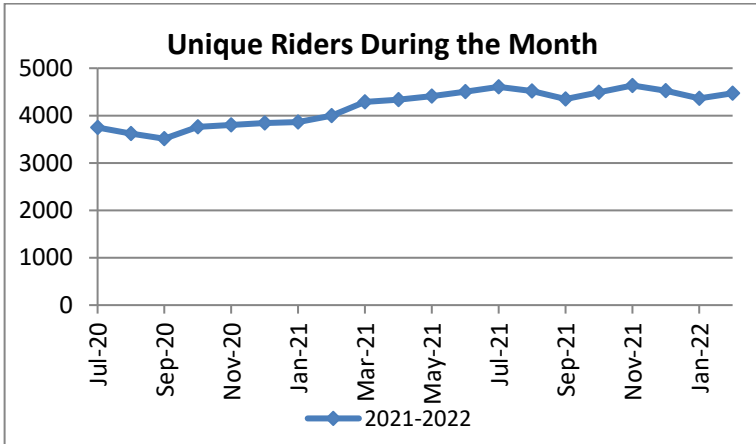
Key Performance Indicators (KPI)	Feb FY2022	Feb FY2021	Feb FY2019 Pre-COVID	% Change FY 21-22	8 Month FY2022	8 Month FY2021	8 Month FY2019 Pre-COVID	% Change FY 21-22	12 Month FY2019 Pre-COVID	Benchmark ¹
Total Monthly Ridership	63,810	53,663	91,406	18.91%	524,046	418,105	789,598	25.34%	1,197,533	
Average Weekday Ridership	2,657	2,266	3,840	17.23%	2,528	2,045	3,847	23.63%	3,856	
Unique Riders During the Period	4,472	3,996	5,610	11.91%	4,495	3,768	5,778	19.28%	5,810	
Cost per Revenue Hour	\$105.40	\$109.39	\$87.25	-3.64%	\$106.65	\$109.67	\$87.37	-2.75%	\$87.76	<= \$90
Cost per Trip	\$55.36	\$60.89	\$40.25	-9.08%	\$57.20	\$65.99	\$39.58	-13.32%	\$39.61	<= \$39
Cost per Revenue Mile	\$7.23	\$7.35	\$5.97	-1.61%	\$7.22	\$7.47	\$5.88	-3.42%	\$5.87	<= \$6.20
Trips per Revenue Hour	1.90	1.80	2.17	5.98%	1.86	1.66	2.21	12.19	2.22	>= 2.2
Farebox Recovery	2.99%	2.84%	3.79%	0.15%	2.95%	2.58%	4.30%	0.37%	4.30%	8%
Very Early Trips (>30 Minutes)	0.05%	0.06%	0.09%	0.00%	0.05%	0.09%	0.13%	-0.03%	0.12%	< 1%
Very Early Trips & Early Trips (>10 Minutes)	1.39%	1.59%	2.06%	-0.20%	1.36%	1.67%	2.18%	-0.31%	2.14%	< 2%
On-Time and Early Trips	96.81%	97.81%	90.87%	-1.00%	97.27%	98.54%	90.27%	-1.27%	90.13%	>= 90%
Early Departure or On-Time Percentage	95.42%	96.22%	88.81%	-0.80%	95.91%	96.86%	88.09%	-0.96%	87.99%	>= 90%
On-Time Trips (Within 0-30 Min Window)	78.65%	77.84%	76.69%	0.80%	78.40%	77.77%	75.80%	0.63%	75.93%	
Very Late Trips (>30 Minutes)	0.06%	0.03%	0.58%	0.02%	0.07%	0.03%	0.76%	0.05%	0.78%	< 1%
Desired Arrival Time Trip OTP (< 45 Mins)	63.94%	65.30%	63.10%	-1.36%	65.91%	63.52%	60.35%	2.39%	60.91%	> 90%
Comparative Trip Length Analysis	82.70%	86.70%	66.48%	-4.01%	82.51%	88.37%	68.80%	-5.86%	68.69%	50%
Excessive Trip Length	0.33%	0.11%	1.63%	0.21%	0.28%	0.08%	1.36%	0.20%	1.40%	1%
No Show / Late Cancellation Rate	6.92%	7.33%	7.62%	-0.41%	6.89%	8.52%	6.93%	-1.63%	6.92%	
Advance Cancellation Rate	19.08%	19.61%	23.95%	-0.53%	20.02%	20.50%	23.50%	-0.49%	23.11%	< 15%
Missed Trip Rate	0.13%	0.07%	0.27%	0.06%	0.12%	0.05%	0.26%	0.07%	0.27%	< 0.5%
Complaint Rate (Complaints per 1,000 Trips)	1.36	0.83	1.63	63.70%	1.11	1.13	1.44	-1.63%	1.57	<= 1.5
Calls Answered Within 5 Minutes	97.68%	99.38%	59.17%	-1.70%	95.83%	98.97%	54.43%	-3.14%	50.30%	95%
Vehicle Availability	87.73%	90.46%	86.08%	-2.73%	88.38%	91.27%	87.78%	-2.89%	86.16%	>= 80%

Notes:

¹ Represents benchmarks based on DTS Analysis "Short Range Transit Operations Plan - Tools to Measure Performance (May 2012)"



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